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**UTILITY
PATENT APPLICATION
TRANSMITTAL**

Only for new nonprovisional applications under 37 CFR 1.53(b)

Attorney Docket No.

23689-210

Total Pages

25

First Named Inventor: Perry G. Vincent

Title: **SYSTEM AND METHOD FOR SUGGESTING
INTERACTION STRATEGIES TO A CUSTOMER SERVICE
REPRESENTATIVE**

Express Mail Label No.

EL529259651US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents

1. ☒ Utility Patent Application Transmittal
[Total Pages: 2]
2. ☐ Applicant(s) claim(s) small entity status, 37
C.F.R. 1.27
3. ☒ Specification, Claims and Abstract
[Total Pages: 18]
4. ☒ Drawing(s) (35 USC 113) [Total Sheets: 3]
5. Oath or Declaration [Total Pages: 2]
 - a. ☒ Newly executed (original or copy)
 - b. ☐ Copy from a prior application (37 CFR
1.63(d)) (for continuation/divisional with
Box 21 completed) [Note Box 6 below]
 - i. ☐ DELETION OF INVENTORS
Signed statement attached
deleting inventor(s) named in the
prior application, see 37 CFR
1.63(d)(2) and 1.33(b).
6. ☐ Incorporation By Reference (useable if Box 5b is
checked) The entire disclosure of the prior
application, from which a copy of the oath or
declaration is supplied under Box 5b, is
considered as being part of the disclosure of the
accompanying application and is hereby
incorporated by reference therein.

ASSISTANT COMMISSIONER FOR PATENTS
ADDRESSED TO: Box Patent Application
Washington, DC 20231

7. ☐ Microfiche Computer Program (Appendix)
8. ☐ Nucleotide and/or Amino Acid Sequence
Submission (if applicable, all necessary)
 - a. ☐ Computer readable copy
 - b. ☐ Paper copy (identical to computer copy)
 - c. ☐ Statement verifying identity of above
copies

Accompanying Application Parts

9. ☒ Assignment Papers (cover sheet &
document(s))
10. ☐ 37 CFR 3.73(b) Statement ☐ Power of
attorney (when there is an assignee)
11. ☐ English Translation Document (if applicable)
12. ☐ Information Disclosure Statement
(IDS/PTO-1449)
 - ☐ Copies of Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)
15. ☐ Certified Copy of Priority Document(s)
16. ☐ Other: _____

17. FEE CALCULATION

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
	TOTAL CLAIMS (37 CFR 1.16(c))	-20 =	0	x \$18 =	\$00.00
	INDEPENDENT CLAIMS (37 CFR 1.16(b))	-3 =	0	x \$80 =	\$00.00
	MULTIPLE DEPENDENT CLAIMS (if applicable) (37 CFR 1.16(d))			+ \$ _____ =	\$
				BASIC FEE (37 CFR 1.16(a))	\$710.00
				Total of above Calculations =	\$00.00
				Assignment Recordation Fee =	\$40.00
			TOTAL =		\$750.00

18. ☐ Please charge Deposit Account No. 04-1133 in the amount of \$ _____.
19. ☒ A check in the amount of \$750.00 is enclosed.
20. ☒ The Commissioner is hereby authorized to credit overpayments or charge the following fees to Deposit Account No. 04-1133:
- a. ☐ Fees required under 37 CFR 1.16
 - b. ☐ Fees required under 37 CFR 1.17.
 - c. ☐ Fees required under 37 CFR 1.18.

21. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No. _____ / _____, filed _____.

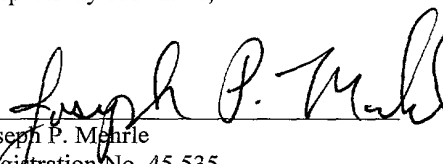
22. CORRESPONDENCE ADDRESS

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Respectfully submitted,

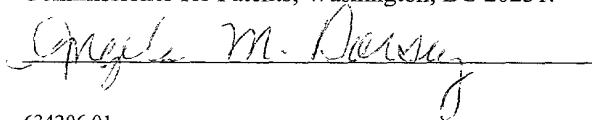

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CERTIFICATE OF EXPRESS MAILING

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Date of Deposit: December 28, 2000

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Box Patent Application; Assistant Commissioner for Patents; Washington, DC 20231.



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